



Installation Status Report - Services AAR VTC

*Operations, Resource Mgmt, Acquisitions, Command and Staff,
Health Services*

Tuesday, 31 August 2004



Agenda

- **Administrative Announcements/Welcome**
- **AAR Issues**
 - 21. Installation Security Program Management Support
 - 22. Force Protection Services
 - 77. Law Enforcement Services
 - 78. Physical Security
 - 79. Administrative & Civil Law
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 - 89. Complaint/Assistance Services
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 - 91. Installation Management



Agenda

- **AAR Issues**

- 92. EEO (Equal Employment Opportunity)
- 93. EO (Equal Opportunity)
- 94. Internal Review
- 95. Installation Safety & Occupational Health
- 500. Patient Care
- 502. Dental Support for Readiness & Mobilization
- 503. Preventive Medicine Services
- 504. Veterinary Medicine Services
- 69. Program/Budget
- 70. Support Agreement/MOU/MOA Management
- 71. Management Accounting
- 72. Installation TDA Management
- 73. Management Analysis



Service 21. Installation Security Program Mgmt Support

- Topics for Discussion –

- **New Performance Measures are posted on ISR Web.**

- Issue #04-3020 – Existing standards do not adequately measure the scope of services performed by installation security programs. *Submitted by Ken Greene (NERO).*

- Recommended additions:

- Percentage of classified contracts with valid security classification guidance
 - Percentage of assigned installation personnel (civilian [less contractors] and military) receiving annual security education and training.
 - Percentage of individuals requiring periodic reinvestigation and the number of PRs submitted to authorized requestor within thirty days of notification.
 - Percentage of individuals authorized and the number of assigned to the installation security office.



Service 21. Installation Security Program Mgmt Support

- Topics for Discussion - New Performance Measures are posted on ISR Web.
 - NERO Recommendations – Add the following PMs:
 - Percentage of local procedures/supplements published within 90 days of receipt of new guidance from HQ.
 - Percentage of interim clearances granted/denied within 5 working days of receipt of completed packet.
 - Percentage of completed PSI packets validated and submitted within 5 working days.
 - Percentage of LOI notifications made to the Commander and Security Manager within 1 working day of receipt.
 - Percentage of preliminary inquiries initiated on reported incidents of possible loss or compromise of classified information.
 - Percentage of Contract Security Classification Specifications (DD Forms 254) reviewed for classified contracts serviced by the installation.
 - Percentage of scheduled annual Compliance Assessments/Assistance Visits conducted for subordinate units/activities.
 - Percentage of personnel receiving scheduled security training IAW AR 380-5, Chapter 9.



Service 22. Force Protection Services

- Topics for Discussion – PMs will be toploaded “N/A”.
 - Issue #04-3260 – The standards for each PM are not defined. *Submitted by Joe Wood (NERO).*
 - NERO Recommendations -
 - Delete all current PMs
 - Add the following PMs:
 - Do 100% of members of the Garrison threat working group have SIPRNET connectivity to receive threat related information from all available sources?
 - Are 100% of MEVAs inspections reviewed semi-annually by FP working group or FP committee?
 - Does the installation commander prioritize, track, and report 100% of all vulnerabilities documented by installation and any higher headquarters vulnerability assessment to their headquarters within 60 days of the receipt of VA final report?
 - Have all civilians and military received AT Level I training annually?
 - Can 100% of all FPCON levels and associated measures be implemented?



Service 22. Force Protection Services

- Topics for Discussion - PMs will be toploaded “N/A”.
 - NERO Recommendations (cont.)
 - Add the following PMs:
 - Is annual Level I AT awareness training being documented manually or in a database?
 - Has the installation established MOUs/MOAs with 100% of local authorities to foster relationships to share resources?
 - Does the communications equipment, used in conjunction with WMD, provide interoperability between the local/state/federal organizations?
 - Do first responders receive WMD training?
 - Does MTF have an emergency communications method in place and tested that is fully redundant with e-mail?



Service 77. Law Enforcement Services

- Topics for Discussion **Waiting for POC response**
 - Issue #04-3070 - Delete existing measures and replace with the following - "Provides law enforcement." New PM would consist of nine yes/no questions that would then be used to calculate an overall red-amber-green rating. *Submitted by Bud Droke (NERO).*
 - Issue #04-3129 *Submitted by SFC Francis Lawson (NERO).*
 - Average response time is not a daily calculated measure - Incorporate response time into COPS.
 - What is the relevance of cases completed in 60 days? Fix COPS Admin day count.
 - Per TRADOC CPM, the collection and reporting of Criminal Stats is no longer required. Fix COPS to allow for the input of MPRs.
 - PM 77-04 has no value.



Service 77. Law Enforcement Services

- Topics for Discussion - **Waiting for POC response**
 - Issue #04-3471 - Mandate use of a computer aided dispatching program/system to ensure accuracy of response time across installations. *Submitted by Lana Wright (SERO).*
 - Issue #04-3203 - PM should be adjusted to accommodate the changes in demographics on installations, increased deployments and additional tasks assigned to soldiers. Garrison duties conflict with tactical missions - investigations are being closed out before they are fully completed to meet 60-day time line. *Submitted by Joseph Margrey (NERO).*
 - Issue #04-3472 - Standard should have a measure that allows for a more realistic processing time based on the changes in demand for more information (recommend 14 working days). *Submitted by Lana Wright (SERO).*



Service 77. Law Enforcement Services

- Topics for Discussion - **Waiting for POC response**
 - NERO Recommendations - Delete existing PMs and replace with the following:
 - Do 100% of installations have access to NCIC IAW the National Crime Information Center procedures for all reference and background criminal history checks?
 - Do SRT members have 100% of their required equipment?
 - Are 100% of MPRs finalized within 10 working days of case closure? **Current PM 77-04**
 - Are 100% of SIRs submitted correctly and IAW regulatory standards?
 - Are 100% of cases investigated and solved within 90 days?
 - What is the average response time (in minutes) to incidents? **Current PM 77-01**
 - Has the installation experienced a change in crime rate based on Installation Crime Prevention Program?



Service 77. Law Enforcement Services

- Resolved Issues – VTC Concurrence.
 - Issue #04-3197 – PM 77-03 should compare the installation's crime rate to the Army average.
 - Current PM is structured to make this comparison.



Service 78. Physical Security

- Topics for Discussion – **OBE - NEW PMs have been submitted**
 - Issue #04-3071 – Delete existing measures and replace with the following – "Provides physical security." New PM would consist of 10 yes/no questions that would then be used to calculate an overall red-amber-green rating. *Submitted by Bud Droke (NERO).*
 - Issue #04-3208 – Create a new measure that would quantify the total number of required alarm points with those that are required but do not have IDS. *Submitted by Jerry Charley (NERO).*
 - Issue #04-3209 – Add a PM – Percentage of Access Control Point (ACP) measures meeting Army standards. *Submitted by Jerry Charley (NERO).*



Service 78. Physical Security

- Topics for Discussion - **OBE - NEW PMs have been submitted**
 - NERO Recommendations - Delete existing PMs and replace with the following:
 - Have tactical defense plans and physical security plans been developed for the installation with all required annexes?
 - Are 100% of new construction or facility update plans getting reviewed for required/recommended security and force protection compliance measures?
 - Are 100% of new construction projects using criteria as listed in UFC 4-010-01 8?
 - Are 100% of new construction projects sited IAW UFC 4-010-02 8?
 - Have 100% of MEVAs been inspected and meet standards? **Variation of Current PM 78-01**
 - Have 100% of all areas requiring intrusion detection systems on the installation been installed?
 - Has Commander integrated 100% of new construction or facility update plans reviewed for required/recommended security and force protection compliance measures?



Service 78. Physical Security

- Topics for Discussion – See ISR web for 2005 Draft PMs.
 - HQDA Recommendations for ISR 2005:
 - Percentage of MEVAs (Mission Essential Vulnerability Areas) -- due for inspection -- that were inspected.
 - Percentage of new construction, renovation, modification efforts, or lease acquisition plans reviewed to identify physical security and antiterrorism requirements.
 - Percentage of Electronic Security System equipment less than 8-years old.
 - Percentage of Electronic Security System (ESS) systems sustaining maintenance and monitoring requirements.
 - Percentage of facilities requiring protection using Electronic Security System (ESS) equipment.
 - Percentage of fencing and gates (lineage footage) requiring maintenance or replacement.
 - Percentage of Guard strength on staff for Physical Security (PS) and Anti-Terrorism/Force Protection (AT/FP).
 - Percentage of expenditures incurred by Physical Security (PS) and Electronic Security Systems (ESS).



Service 78. Physical Security

- Resolved Issues – VTC Concurrence.
 - All issues dealing with PM 78-03 and 78-04 are OBE – HQDA has request that they be removed as dog teams are no longer applicable to this service.



Service 79. Administrative & Civil Law

- Topics for Discussion
 - NERO Recommendations:
 - Delete PMs 79-01 and 79-02 (79-01 will be maintained; 79-02 will be deleted)
 - Establish a 'Claims' service and move PMs 79-04 and 79-05 to this new service. (POC Concurs and is investigating)



Service 79. Administrative & Civil Law

- Resolved Issues – **VTC Concurrence**
 - Issue #04-3266, #04-3420 – Create a separate ISR service related to Claims.
 - **HQDA Concurs**
 - Issue #04-3406 – SAT Recommendation is that ISR should be consistent with CLS performance measures for JAG services.
 - HQDA to review to determine feasibility.
 - Issue #04-3072, #04-3388, #04-3393 – PMs 79-01 through 79-03 are not objective.
 - HQDA recommendation is to change the standards to the following:
 - Green = Command has complete satisfaction with services available and received.
 - Red = Command has less than complete satisfaction with services available and received.



Service 79. Administrative & Civil Law

- Resolved Issues

- Issue #04-3073 – No report to distinguish between FICA and non-FICA claims in the Tort and Special Claims database.
 - HQDA recommends deleting PMs 79-04 and 79-05 and creating a separate Claims service.

POC investigating creation of a Claims service.



Service 81. Client Services

- Topics for Discussion

- NERO Recommendations:

- Delete PM 81-04

POC non-concurs.

- Establish a 'Claims' service and move PMs 81-05 and 81-06 to this new service.

POC investigating creation of a Claims service.



Service 81. Client Services

- Resolved Issues – **VTC Concurrence**
 - Issue #04-3074 – Add a new metric to measure the ratio of clients actually assisted by an attorney.
 - **HQDA Concurs** with recommendation – "Percentage of eligible clients seeking attorney assistance who were assisted by an attorney within **10 duty** days."
 - Issue #04-3390 – Pro Se assistance and estate planning are outside the normal client services.
 - Remove the portion of the 'Green' standard and data element definition addressing pro se and estate planning.
 - Issue #04-3391 – Green standard should discuss availability of legal assistance as well as what is offered to give a better measurement of this service.
 - Add 'and available' after offered in the 'Green standard and data element definition.



Service 81. Client Services

- Resolved Issues - **VTC Concurrence.**
 - Issue #04-3392, #04-3075, #04-3076 – Delete PMs 81-05 and 81-06.
 - **HQDA Concurs** and recommends creating a new service to cover Claims.



Service 87. Command Inspections

- Topics for Discussion - POC is investigating new PM possibilities.
 - Issue #04-3344 & 04-3345 - Inspector General is aligned under Senior Mission Commander not IMA; therefore, will these services be dropped from ISR III. Here at our Installation, our IG office was not collecting the data as outlined in the measures so we reported “N/A” for those measures. Since the IG has been removed from the final IMA - Standard Garrison Organization (SGO) structure, we are assuming this will be a mute issue next reporting period – they will not be included as a “Service.” *Submitted by Sue Maks (SWRO)*



Service 89. Complaint/Assistance Services

- Topics for Discussion - **POC is investigating new PM possibilities.**
 - Issue #04-3078 - AR 20-1 reflects no adherence to metrics associated with the ISR. Tracking the number of days for an IG response has no relevance to resolution of the problem or ability to provide a commander with critical information to assist in decision making. Simply put, the metrics tell Commanders, Regional Directors, Commander IMA, or ACSIM nothing about the nature of the type-assistance requests received, how many, or resolution. What the IG can provide is “trends” across all the 95 IMA ISR metrics, organized by Personnel & Community, Information Technology, Operations, Logistics, Engineering, Resource Management, Acquisition, Command and Staff, Health Services. Trends will provide the leadership high value targets to focus their attention and resources. IG’s can determine the root cause for these trends and provide leadership information needed to either resolve a trend or accept risk. This information is available using current IG tools. The current ISR metrics for the Office of the Inspector General should be eliminated and a trends metric be established. *Submitted by Donna Landon (NERO).*



Service 74-75. Contracting

- Resolved Issues

Issue #04-3117 – These services should be eliminated from the SBC Data Collection effort.

- **ACA Concurs:** These services will be removed from SBC, but data will still be rated in ISR.

This Service to be renamed “Service 74.
Contracting”



Service 82-83. Religious Support

- Resolved Issues – **VTC Concurrence.**
 - Issue #04-3603 – PM 82-83-03 – FY03 TDA has 14 requirements with 10 authorized (creating a shortage of soldiers). Recommendation that each requirement should have a Chaplain Assistant provided.
 - **HQDA Concurs** and understands that there should be a one-to-one relationship. Measure is helping to identify the shortfalls.



Service 84-86. Public Affairs Office

- Resolved Issues – VTC concurrence.

HQDA reviewing possibility of renaming Service 84-86 to Service 84.

- Issue #04-3077 – PMs do not effectively measure performance.

- **HQDA Non-Concur**

- Issue #04-3596 – Installation data exceeded the maximum data element values. HQDA Functional indicated that measure should be rated N/A.

- The Implementing Instructions will be updated to ensure that any questions regarding minimums/maximums should be directed to the Support Team. Data minimums and maximums are developed by the HQDA Functional for QA/QC purposes – at no time should actual data be modified or rated N/A to 'fit' within the parameters.



Service 84-86. Public Affairs Office

- Resolved Issues - **VTC concurrence.**
 - NERO Recommendations:
 - Change PM 84-86-02 to the following – Percentage of support coordinate for community relations events (including authorized military support for public events such as speakers, color guards, bands military equipment, marching units, flyovers, etc.)
 - Change the data elements for PM84-86-03 to the following:
 - Data element 'a': Of the total number of media reports sampled, the number of media reports containing the installation's command message position.
 - Data element 'b': Total number of sampled media reports about installation command during period sampled.
 - **HQDA Non-Concur:** The ISR metrics originally developed fall into the middle range of the standard industry toolbox hierarchy of PA/PR measurement. The NERO recommendations fall back into the low range of the hierarchy. The recommended changes are output based counting number of queries answered and number of surveys conducted.



Service 91. Installation Management

- Topics for Discussion

- NERO Recommendations

- Delete PM 91-01 - Inconsistent with ICE database. Issue 04-3118 addresses - HQDA POC needs to investigate. - **POC investigating**
 - Delete PM 91-02 - Data toploaded into the current PM is actually Budgeted Net Income Before Depreciation (NIDB) as a percentage of revenue. The PM is worded incorrectly and is misleading. The standards displayed are based on Region goals. An Installation may be approved by the Region for a 2% or 12% goal. If an Installation meets that approved goal, it should generate a Green rating.
 - Add PM - Garrison will meet budgeted NIBD. Duplicate of PM 13-01. **PMs have been updated to reflect measures in Service 13.**



Service 91. Installation Management

- Topics for Discussion

- NERO Recommendations - PM will be N/A for 2005.
 - Modify PM 91-03 - New title, "Improvement in baseline crime rate". New standards:
 - Green = Improve by 5% or more
 - Amber = Sustain (within 4.99% of previous year)
 - Red = Decrease by 5% or more.
 - Add PM : Percent Improvement in APIC self-assessment score from previous year.
 - Green = 20% or greater improvement.
 - Amber = Less than 20% down to 15% improvement.
 - Red = Less than 15% improvement.

No official scoring available.



Service 91. Installation Management

- Topics for Discussion – PMs are too premature to implement.
 - NERO Recommendations
 - Add PM – Improvement in PMR Overall Garrison METL Rollup.
 - Green = Improve or sustain in 3 or more METLs.
 - Amber = Improve or sustain in 2 METLs.
 - Red = Improve or sustain in 1 or less METLs.
 - Add PM – Effectiveness of Maintaining or Improving Overall Quality of Garrison Infrastructure, Environment and Services.
 - Element 'a' = Infrastructure Points
 - Element 'b' = Environment Points
 - Element 'c' = Services Points
 - Formula = $a+b+c$
 - Green = 8-9 points. (* 7 points needs to be decided).
 - Amber = 5-6 points
 - Red = 4 points or less.



Service 91. Installation Management

- Resolved Issues - HQDA POC Reviewing further.
 - Issue #04-3118 - PM 91-01 - The DoD ICE Comment Card System is not set up to calculate an “Average score for ICE Comment cards”. For item “a”, use the percentage of cards submitted that answered “Yes” to the question “Were you satisfied with your experience at this office/facility?” This question appears on All ICE comment cards. *Submitted by John Quirk (NERO)*
 - HQDA would need further information on how the data would be accessed before proceeding with this performance measure.
 - Issue#04-3196 – PM 91-04 measures the number of formal complaints against the total number of civilians. Although this will give some indication of the workload of the garrison EEO there is nothing about the validity of the complaint. *Submitted by Mark Premont (NWRO)*
 - The debate of justified vs. just number of complaints has some merit; however, the use of number of complaints is better since it gives a better indication of a potential problem revolving around perception. Perceived EEO situations are just as insidious as actual (justified) complaints since they lead to management problems as well. **HQDA does not concur.**



Service 91. Installation Management

- Resolved Issues - POC reviewing PM split for AC, AR, & NG
 - Issue #04-3079/3261/3470 - PM 91-05 - The average time to complete the pre-deployment processing (SRP) for a battalion size unit needs to reflect actual timelines as established to complete different component units (AR, NG, RA). Recommend two separate PM's be established. One for Active Duty units and one for Reserve/National Guard units.
 - Concur with recommendation.
 - NERO's recommendation:
 - For Reserve and non-military personnel - Avg time for 200 soldiers to screen and schedule for corrective action for deployment.
 - For Active Component - Avg time for 600 soldiers to screen and schedule for corrective action for deployment.



Service 92. EEO (Equal Employment Opportunity)

- Topics for Discussion

- PM 92-01 & 02- Change data source and change standards as follows: HQDA reviewing Green = 100% standard
 - Green = 100%
 - Amber = Less than 100% down to 80%
 - Red = Less than 80%
- PM 92-03 – Recommend moving to Service 91. Installation Management. Revise standards as follows:
 - Green = 100%
 - Amber = Less than 100% down to 80%
 - Red – Less than 80%

VTC Concurrence.



Service 92. EEO (Equal Employment Opportunity)

- Topics for Discussion - **VTC Concurrence.**
 - New PM Recommendation: Ratio of training slots delivered to serviced civilian population and military supervisors who required POSH training.
 - 'a' = Number of POSH training slots made available during the reporting period.
 - 'b' = Number of serviced civilian population and military supervisors requiring POSH training.
 - Green = 100%
 - Amber = Less than 100% down to 80%
 - Red = Less than 80%
 - Revision recommendations for PM 92-05 and 92-06 addressed in Issues.
 - Recommend PM 92-08 be combined with 92-05.



Service 92. EEO (Equal Employment Opportunity)

- Resolved Issues – **VTC Concurrence.**
 - Issue #04-3100/3186/3302/3449 - PM 92-01 does not consider or recognize the 90 day extension authorized IAW AR 690-600. *Submitted by Chris Vercautren (NWRO)*
 - Consideration is given to the 90 day extension in the % range defined for Green, Amber and Red.
 - Issue #04-3119/3447/3452/3455 - PM 92-06 Installation has no control of this performance measure, nor can it take any actions to correct the situation. *Submitted by Terri Waller (SERO) & Margaret Shohan (NERO)*
 - Change to: # of accepted complaints where an ROI was issued within 180 days/# of accepted complaints where an ROI was issued.



Service 92. EEO (Equal Employment Opportunity)

- Resolved Issues - **VTC Concurrence.**
 - Issue #04-3120 - During the EEOSAT, Team members voted that the above PM should be removed for the EEO Performance Metrics because the control of this function is not within the total control of the Garrison EEO Office. The dissenting opinion on this matter recommended: Rewrite the PM to monitor the timeliness of OCI in conducting the investigation and issuing the ROI provides the ability to track the performance of both DOD and Army. This will also identify where deficiencies may exist in the 180 day process. *Submitted by Carolyn S. McMillon (NERO)*
 - Change to: # of accepted complaints where an ROI was issued within 180 days / # of accepted complaints where an ROI was issued.



Service 92. EEO (Equal Employment Opportunity)

- Resolved Issues - **VTC Concurrence.**
 - Issue #04-3262 - Ensure requests for accommodations are addressed promptly and effectively to enable disabled employees to continue working. *Submitted by Roselyn Taylor (NERO)*
 - It is not within the purview/responsibility of the EEO professional to resolve accommodation requests. EEO can control whether the request is brought to the attention of management, but resolution is a management responsibility.
 - Issue #04-3263 - Ensure compliance to Federal laws and access for all persons to facilities, services and outdoor activities on the installation. *Submitted by Roselyn Taylor (NERO)*
 - There is no definition provided of what constitutes an “issue”, and resolution is a management responsibility, not the EEO office.



Service 92. EEO (Equal Employment Opportunity)

- Resolved Issues - **VTC Concurrence.**
 - Issue #04-3264 - Add as a Performance Measure: Percentage of supervisors trained in EEO procedures including rights and responsibilities; reasonable accommodation; awareness, sensitivity and appropriate resolutions to issues of disabled employees and customers; and emergency egress procedures for persons with mobility, hearing and/or visual impairments. *Submitted by Roselyn Taylor (NERO)*
 - IAW with AR 690-12, Para 5-7, training of supervisory personnel is accomplished through PIWD committees, and its members will serve as organizational liaisons to management and other individuals in the organization on concerns as to reasonable accommodations., laws, and regulations.



Service 92. EEO (Equal Employment Opportunity)

- Resolved Issues - **VTC Concurrence.**
 - Issue #04-3399 - Not clear in the SAT if CO2 training part of the EEO service. SAT recommended to not include CO2 training in its SSPs. *Submitted by Ron Knowles (IMA)*
 - CO2 is resourced by EO at some garrisons and by EEO at other garrisons. There is no DA policy on how this function is to be performed.
 - Issue #04-3400 - Dissenting Opinion from a SAT member: PM 92-06 should not be removed from EEO services, but should be revised to reflect tracking and the role the Department of Defense/Office of Complaints Investigations (DOD/OCI) plays in the issuance of the Report of Investigation (ROI). *Submitted by Ron Knowles (IMA)*
 - Change to: # of accepted complaints where an ROI was issued within 180 days / # of accepted complaints where an ROI was issued.



Service 92. EEO (Equal Employment Opportunity)

- Resolved Issues - **VTC Concurrence.**
 - Issue #04-3445/3450 – PM 92-04 is vague and requires clarification. Also, the PM and Data Elements To Be Collected (b) do not relate as the Performance Measure seems to refer to "initial" POSH training and the Data Collected "b=Number of civilians requiring POSH training annually" seems to refer to "annual (now biennial) Refresher POSH training.".
Submitted by Ann M. Howard (SERO)
 - Change to: Percentage of serviced civilian population and military supervisors that received REQUIRED Prevention of Sexual Harassment (POSH) training.



Service 92. EEO (Equal Employment Opportunity)

- Resolved Issues - **VTC Concurrence.**
 - Issue #04-3446 - Recommend Performance Data Elements To Be Collected be revised from:
 - "a = Number of formal EEO complaints accepted or dismissed within 15 calendar days"
 - To: "a = Number of formal EEO complaints accepted or dismissed within 15 calendar days when filed with the operating EEO Office and/or clarification of the issues in the complaint is not required. (IAW AR 690-600). *Submitted by Ann M. Howard (SERO)*
 - **HQDA non-concurs.** This PM is mandated by AR 690-600 and no deviation is allowed.



Service 92. EEO (Equal Employment Opportunity)

- Resolved Issues - **VTC Concurrence.**
 - Issue #04-3448 – PM 92-07 is overly ambitious given the numerous activities/organizations and the size of the installation receiving EEO services from small EEO staffs. *Submitted by Ann M. Howard (SERO)*
 - Delete this PM in total. This is no longer a garrison EEO mission requirement.



Service 92. EEO (Equal Employment Opportunity)

- Resolved Issues - **VTC Concurrence.**
 - Issue #04-3451 - This is an absolute standard that doesn't account for times when a formal complaint is received which requires clarification, as provided in the regulation. In addition, since there are fewer accepted formal complaints than informal complaints, often missing the 15-day target imposed by the standard on only one complaint, even for a valid reason, plunges the EEO Office into the "red" category, which is unacceptable and must be explained to higher management levels. *Submitted by Marion E. McAleer (SERO)*
 - All EEO complaints are to accepted or dismissed within 15 days or receipt. The EEO Officer is to accept or dismiss a complaint with the information available within 15 days of receipt. They are not to wait around for clarification.



Service 92. EEO (Equal Employment Opportunity)

- Resolved Issues - **VTC Concurrence.**
 - Issue #04-3453 – PM 92-08 as written, “dings” an installation twice for the same “offense.” Since we cannot request an investigation until after a complaint is accepted (Performance Measure 92-05). *Submitted by Marion E. McAleer (SERO)*
 - This PM is directed by AR 690-600 and no deviation is allowed.
 - Same Issue - In addition, the Data Source for elements 92-01; 02; 05; 06; and 08 need to be changed. We have been told that, probably by the end of this FY, we will no longer have to do local EEOC 462 Reports, that DA will gather the data from the iComplaints database. Since the data used for local ratings is/should be available locally, completion of the report will not be a problem, but data source for local reports listed on the ISR needs to be changed.
 - HQDA POC Response Needed



Service 93. EO (Equal Opportunity)

- Topics for Discussion
 - Issue #04-3454 - Performance measures do not adequately reflect required task perform by EO activity; and therefore, do not adequately address funding requirements.
- Investigating with HQDA and IMA.



Service 94. Internal Review

- Resolved Issues – **VTC Concurrence.**
 - Issue #04-3080 & 04-3098 04-3184 - The DAIR Guide states potential benefits to audit reports may be monetary or non-monetary. The types of assignments conducted by IRAC do not always develop a monetary benefit. New categories of non-monetary benefits have been established.
Submitted by Shirley Corbett (NERO) & Chris Vercautren (NWRO)
 - Performance Measure 94-01 is to remain as is (3:1): All engagements performed by internal review should result in some benefits, monetary or non-monetary. At this time Department of Army Internal Review does not have any metrics or measurements for non- monetary benefits. Return on Investment (or ROI) measures the value of internal review in monetary terms (Dollar Benefits VS. Cost) and is one of the most important performance measurements.



Service 94. Internal Review

- Resolved Issues - **VTC Concurrence.**
 - Issue #04-3315 - Data element 'b' of Service 94 should be the same as the SBC primary pacing measure for Svc. 94. *Submitted by Roy Smith (SWRO)*
 - The above issue under “Issue Description” was not completely clear. Tried to contact Mr. Roy Smith for clarification and was told he had since left IMA.
 - Issue #04-3439 - Return on investment is relative to the type of audits being performed. Rarely on the Base Operations side of the house do you perform reviews with large dollar savings. Therefore, the requirement to obtain three times the cost of the IR Office to receive a green rating is unrealistic.
 - PM 94-01 is to remain as is (3:1): All engagements performed by internal review should result in some benefits, monetary or non-monetary. At this time Department of Army Internal Review does not have any metrics or measurements for non- monetary benefits.



Service 95. Installation Safety & Occupational Health

- Topics for Discussion – Researching with HQDA POC.
 - NERO Recommendations: *All submitted by Bud Droke and Chris Teasley*
 - PM 95-01 - Change standards to the following:
 - Green = 5 or 6 points
 - Amber = 3 to 4 points
 - Red = 0 to 2 points
 - Note: This PM allows for up to 8 points to be scored.
 - PM 95-02 – Change standards to the following:
 - Green = Less than 0.85
 - Amber = 0.85 up to 1.25
 - Red = Great than 1.25



Service 95. Installation Safety & Occupational Health

- **Topics for Discussion**

- **NERO Recommendations:** *All submitted by Bud Droke and Chris Teasley*

- Add the following PM: Installation Accident Prevention Performance Installation Experience (Installation accident rate current FY / Installation accident current FY / Installation accident rate base year)

- Green = Less than 0.85
 - Amber = 0.86 to 1.25
 - Red = Greater than 1.26

Current PM and Standard will be maintained.

- Delete PM 95-07 -Percentage of essential Training Program elements implemented. **NG to define more precisely.**
 - Change PM 95-06 from “Percentage of Class A-C accidents reported” to “Percentage of Class A-C accidents reported to USASC and OWCP/DOL”. **To be deleted.**



Service 95. Installation Safety & Occupational Health

- Resolved Issues – **VTC Concurrence.**
 - Issue #04-3082 - Define Workplace facility. Is it a building or an organization's workplace? If a building, are valve pits, regulator stations, etc. considered?
Submitted by John Ciabotti (NERO)
 - Workplace in the ISR is consistent with the definition addressed in Section II, Terms, of Army Regulation 385-10, dated 29 February 2000.
 - Issue #04-3083 - Define population. Performance element title and the majority of data collection elements suggest that this is the installation population while data collection element a. suggests population is safety specialists. *Submitted by John Ciabotti (NERO)*
 - Population refers to safety managers, safety specialists, collateral duty safety officers, and all other personnel that are performing safety related duties.



Service 95. Installation Safety & Occupational Health

- Resolved Issues – **Measures to be dropped.**
 - Issue #04-3081 - Measures 1-3 are poor and should be deleted. Better metrics would include:
 - 1. DAC lost time/restricted injury rate (or OSHA recordable for contractors within GOCOs.
 - 2. Injury rate for military personnel.
 - 3. NAF injury rate.
 - 4. Composite installation injury rate.
 - 5. Percentage facilities requiring inspection that were inspected.
 - 6. Percentage of training areas and ranges requiring inspection that were inspected.
 - 7. Percentage of high-risk/special hazard areas requiring inspection that were inspected.
 - 8. Percentage of required evaluation of subordinate organizations completed.
- Submitted by Bud Droke (NERO)*
- No recommendation, need more clarification. Metrics appear to be in sync with the Army Safety Program guidelines.



Service 95. Installation Safety & Occupational Health

- **Resolved Issues – Issue was dropped.**
 - Issue #04-3130 - Safety metrics are not compatible with depot (industrial) operations. Industrial installations with small military populations cannot compete with the DA accident rate standard of 2.73/1000 exposure years. Use original Industrial Standard, OSHA (DOL), formula for Industrial Installations.. *Submitted by Joseph Repasi (NERO)*
 - No recommendation, need more clarity on the real issue. The DA accident rate takes into account the entire Army regardless of size of activities; therefore, the divergence in the many activity sizes have already been made upfront..



Service 95. Installation Safety & Occupational Health

- Resolved Issues – **Issues have been dropped.**
 - Issue #04-3091 -Measure combines military and civilian accidents rates based on hours worked. Military strength is multiplied by 2.8 MY to compensate for exposure hours. This equations distorts accident figures if high civilian population. Measure civilian and military accident rates separately. *Submitted by Chris Vercautren (NWRO)*
 - HQDA POC is unclear of the distortion of accident figures. No recommendation, need more clarification. It is practical to include military accidents in the “Installation Status Report” as the Army includes other military accidents CONUS and OCONUS activities..
 - Issue #04-3177 - Measure combines military and civilian accidents rates based on hours worked. Military strength is multiplied by 2.8 MY to compensate for exposure hours. This equations distorts accident figures if high civilian population.? *Submitted by Chris Vercautren (NWRO).*
 - HQDA POC is unclear of the distortion of accident figures. No recommendation, need more clarification. It is practicable to include military accidents in the “Installation Status Report” as the Army includes other military accidents from CONUS and OCONUS activities.



Service 95. Installation Safety & Occupational Health

- **Resolved Issues** – Aggregate will be counted
 - Issue #04-3385 - Currently, mission accident rates are included in the ISR for the garrison, which does not reflect the true ISR rating for USAG-J. The inclusion of the mission accident rates on the current USAG-J ISR resulted in a Red rating. Additionally, the Okinawa Safety Office is required to submit a separate ISR on safety. This seems to be counterproductive, since the USAG-J Safety Office (Camp Zama) consolidates all accident and safety data for both Okinawa and Kure, Japan., for reporting purposes and analyses. *Submitted by Donald Paglioni (PARO)*
 - Only those mission related accidents in which the installation and/or garrison activity(s) played a role in the contributing cause or factor are to be reported in the ISR. A cursory quality review at the installation and/or garrison level of accident reports entered into the ISR is suggested.



Service 95. Installation Safety & Occupational Health

- **Resolved Issues – Issues have been resolved through SAT.**
 - Issue #04-3412 - HAZCOM Training - Who pays for it? SAT not clear, based on O&Os and Regulations if this function is part of the Safety CLS. SAT did not include HAZCOM training as part of the SSPs. *Submitted by Ronald Knowles (HQ IMA)*
 - The costs associated with HAZCOM training should be minimum considering the Army has an off-the-shelf Train-the-Trainer Program, established back in the late 80s. If an organization seeks to contract out such training vice doing it in-house, then likely the costs will descend on the organization that issues a contract for such service.
 - Issue #04-3414 - Ergonomics, is it part of this sat? SAT not clear, based on O&Os and Regulations if this function is part of the Safety CLS. SAT did not include Ergonomics as part of the SSPs. *Submitted by Ronald Knowles (HQ IMA)*
 - Ergonomics is still a viable program in the Army and should be viewed as such. Section 1-4 of Army Regulation 385-10, dated 29 February 2000, outlines responsibilities for principal officials. It is the responsibility of respective MACOMs to outline responsibilities for components (i.e., installations) under their control. HQDA provides guidance to MACOMs. Suggest visiting the website for the U.S. Army Center for Health Promotion and Preventive Medicine for material and information on ergonomics, as they serve as the Army's proponent for ergonomics.



Service 95. Installation Safety & Occupational Health

- Resolved Issues - Issues have been resolved through SAT.
 - Issue #04-3421 - Radiation Safety? Part of this SAT? What is the level of training provided? SAT not clear, based on O&Os and Regulations if this function is part of the Safety CLS. SAT did not include Radiation safety as part of the SSPs. *Submitted by Ronald Knowles (HQ IMA)*
 - A review of IMA's Organization and Operations (O&O) document indicates that IMA will implement a radiation safety program inclusive of procurement, licensing, receipt, inventory, maintenance, disposal, et cetera. This is also consistent with the future safety program requirements for IMA..



Service 500. Patient Care

- Topics for Discussion

- Issue #04-3165 - Medical Treatment Facilities do not fall under IMA command & control in EURO. Data for much of the Medical Services measures is obtained from established data bases. *Submitted by Julie Culjak (EURO)*

Reviewing with HQDA POC.

- Issue #04-3279 - The data source has changed. For FY04, the new data source is the Tricare Management Agency (TMA) Tricare Operational Center (TOC) Access To Care (ATC) report. *Submitted by Dwight Armbrust (NERO)*

HQDA POC Concurs.



Service 502. Dental Support for Readiness & Mobilization

- **Resolved Issues** – **VTC Concurrence**
 - Issue #04-3084 – The HQDA Functional Proponent revealed some misunderstanding at their level. The CDA Technician has stated that Fort Dix does not track any soldiers' dental readiness. The HQDA Functional Proponent is researching the numbers and the data source. The numbers generated are not correct according to CDA. *Submitted by Pamela.Sutton-Browning (NERO)*
 - While it is true they do not track the dental readiness of any units at FT Dix the dental unit there does input all the readiness data required to the Corporate Dental Application (CDA) for the personnel they process. Since these personnel are not assigned to Ft Dix there is no requirement for the Ft Dix dental unit to them to track them.



Service 503. Preventive Medicine Services

- Topics for Discussion

- Issue #04-3376 - PM 503-03 is meaningless as written. It only requires each food service operation to be inspected at least once each year. The requirement should measure whether each food service operation received a minimum number of required inspections each year. Child Day Care Facilities are inspected monthly. All other operations are inspected quarterly unless problems are found. Problematic operations are inspected monthly. TAMC actually conducted 216 food service inspections of the 38 food service operations during the year or it inspected each food service operation approximately 5.7 times each during the year. *Submitted by Dennis Kilian (PARO)*

PM will be rewritten by POC.



Service 503. Preventive Medicine Services

- Resolved Issues – **Reviewing with HQDA POC.**
 - Issue #04-3325 - PM 503-07 does not consider that some equipment has minimum noise levels above 85dba(twa), and the best you can do is wear protective equipment.
Submitted by Patrick O'Brien (SWRO).
 - Workers' Compensation data suggests that noise induced hearing loss occurring at multiple installations. The purpose of the measure is to:
 - Identify installations where noise exposures are above Occupational Exposure Limits so that MECOM can examine whether or not a systemic problem exists with respect to noise exposures in the Army
 - Make a corporate decision about the best course of action for recommending potential engineering controls
 - Prioritize installations so that limited resources may be allocated where they will do the most good for the most people
 - Use the information to advocate for corporate funding of engineering controls to reduce exposures to noise and the incidence of noise induced hearing loss.



Service 503. Preventive Medicine Services

- Resolved Issues - *Reviewing with HQDA POC.*
 - Issue #04-3363 - There are 8 performance measures under this service. The goals of the metrics appear to be different. Recommend PMs 01, 02, 04, 05 be moved out of Service 503 an into the Garrison Organization who is actually responsible for the problem. *Submitted by Nancy Ragusa (PARO)*
 - IH can recommend modifications to work environments to reduce exposures but does not have the authority to allocated resources for these recommendations or to implement the changes. IH serves as a consultant to the Garrison. The measures should be used to measure the performance of the IH and Garrison. The entities must work hand-in-hand to ensure the health and safety of the workforce at the installation..



Service 503. Preventive Medicine Services

- Resolved Issues - Reviewing with HQDA POC.
 - Issue #04-3377 & 04-3280 - The performance data elements to be collected do not reflect the intent of PM 503-05, which is to determine the percentage of ventilation system recommendations (e.g. improvements/repairs) implemented. *Submitted by Howard.Miyamoto (PARO)*
 - The issue described above was addressed in October 2003. The performance measures were corrected and distributed to COL Thompson (OTSG POC) and to the IH community via IH News sent out by Sandy Monk (USACHPPM IH and Medical Safety Program Manager). Changes were also posted to ISR website.



Service 503. Preventive Medicine Services

- Resolved Issues - Reviewing with HQDA POC.
 - Issue #04-3413 - Is Industrial Hygiene/Occupational Health (IH/OH) part of this sat? What is the level of training provided? SAT not clear, based on O&Os and Regulations if this function is part of the Safety CLS. SAT did not include IH/OH as part of the SSPs. *Submitted by Ronald Knowles (HQ IMA)*
 - IH and OH responsibilities are defined in **DA PAM 40-503 and AR 40-5.**



Service 504. Veterinary Medicine Services

- Resolved Issues

- Issue #04-3347 & 04-3612 - Need clarification on types of messages received. Does “receipt of message” include all forms of messages (handwritten, e-mails, etc.) or is it receipt of a specific form? *Submitted by Sue Maks (SWRO).*
 - Here “receipt of message” refers to receipt of an official, numbered ALFOODACT message by Veterinary food inspection personnel. The ALFOODACT messages are prepared by the Consumer Safety Officer at Defense Supply Center Philadelphia and transmitted by Defense Messaging System which will be routed to user installations and activities worldwide and posted on the websites noted under Data Source. Veterinary food inspection personnel typically receive email notification of these messages, but may receive telephonic notification from higher headquarters in cases where email is not readily available.

This is covered in DLA 4155.26



Service 69. Program/Budget

- Topics for Discussion

- Issue #04-3063 - Formula is incorrect in trying to arrive at a deviation. *Submitted by Rick Hagman (NERO).*

Formula to be corrected.

- NERO Recommendation: **Regional Concurrence.**
 - Change PM title to "Average quarterly deviation from obligation plan."
 - Change standards to the following:
 - Green = Less than 4%
 - Amber = More than 4% up to 10%
 - Red = More than 10%



Service 70. Support Agreement/MOU/MOA Mgmt

- Topics for Discussion **POC Reviewing**
 - Issue #04-3097 - No regulation or requirement to review support agreements 100% every three years. HQDA should identify foundation for requirement. *Submitted by Chris Vercautren (NWRO).*
 - NERO Recommendations - Add the following PMs:
 - Percentage of new support agreements successfully completed annually.
 - Update existing support agreements requiring change annually to ensure no agreement is older than three years from date of signature.
 - Percentage of earned reimbursements collected.
 - NERO Recommendation to delete PM 70-03



Service 70. Support Agreement/MOU/MOA Mgmt

- Resolved Issues - POC Reviewing
 - Issue #04-3065 - Allow entry of zero (0) and have system default to N/A if data elements are zero.
 - If a performance measure should be rated N/A - no data should be entered. Feasibility of implementation for the 2005 Data Collection will be reviewed with software team. Recommendation will be to establish four categories of 'N/A' -- Toploaded, Data Not Available, Valid Zero or Not Performed.
 - PM 70-01 and 70-02 - All issues related to these PMs are OBE as they will be deleted.



Service 70. Support Agreement/MOU/MOA Mgmt

- Resolved Issues - POC Reviewing
 - PM 70-03
 - Issue #04-3067 – Clarify the PM.
 - PM will be reworded as following: Percentage of support agreements during the FT that are current in accordance with DoD and DA policies and as verified by a documented review or signed update within three years from the date of last signature review.
 - » Green = 100% down to 85%
 - » Amber = Less than 85% down to 75%
 - » Red = Less than 75%
 - Issue #04-3373 – Recommend that support agreements for this metric be defined as ISAs and MOAs that involve reimbursement. Standards should be updated to Green = 100% down to 85%; Amber = Less than 85% down to 75%, Red = Less than 75%.
 - See response to Issue #04-3067.



Service 71. Management Accounting

- Resolved Issues

- Issue #04-3068 – Set PM 71-04 to N/A until canceling account transactions are resident at IMA.
 - Currently there are no canceling account transactions reported for IMA. This measure continues to be valid and will be toploaded from DFAS.

POC will maintain this PM.



Service 72. Installation TDA Management

- Topics for Discussion –
 - Issue #04-3328 – Recommend that the proponent clarify which TDA the garrison personnel should reference to prepare their ISR reports. *Submitted by Catherine Gibboney (SWRO).*
 - Issue #04-3116, #3386 – Delete PMs. *Submitted by Josephine Gay (NERO) and Tom Lippy (HQDA).*
 - PM 72-01
 - Issue #04-3112 – There are no inputs required by Command Plan Guidance Message. Recommendation to review metric, identify what is being measure and reformulate PM. *Submitted by Joan Curry (NERO).*
 - Issue #04-3283 – Recommend proponent clarify the data element descriptions. *Submitted by Catherine Gibboney (SWRO).*
 - Issue #04-3327 – Recommend that the title of the service by changed to Garrison TDA Management. *Submitted by Catherine Gibboney (SWRO).*



Service 72. Installation TDA Management

- Topics for Discussion –
 - PM 72-02
 - Issue #04-3284 – Delete PM. *Submitted by Catherine Gibboney (SWRO).*
 - Issue #04-3113 – Recommend a training session for installation POCs on the new measurements. *Submitted by Brain Taylor (NERO).*
 - PM 72-03
 - Issue #04-3114 – How are CMEs documented on TDA? *Submitted by Joan Curry (NERO).*
 - Issue #04-3285 – Delete PM. *Submitted by Catherine Gibboney (SWRO).*
 - PM 72-05
 - Issue #04-3286 – Delete PM. *Submitted by Catherine Gibboney (SWRO).*
 - PM 72-06
 - Issue #04-3287 – Delete PM. *Submitted by Catherine Gibboney (SWRO).*
 - PM 72-07
 - Issue #04-3288 – Recommend proponent clarify the data element descriptions. *Submitted by Catherine Gibboney (SWRO).*



Service 72. Installation TDA Management

- Topics for Discussion –
 - NERO Recommendations
 - Change PM 72-01 to the following: Percentage of Manpower Change Inputs (Number of Requirements and Authorizations) provided to the Region based on TAA, FY Command Plan, PBD and PBG instructions.
 - Delete PM 72-02 and 72-06
 - Add PM – Percentage of all authorized TDA equipment would be documented (controlled and non-controlled equipment) in addition to review and analysis and approval of BOIP as well as CTA.



Service 72. Installation TDA Management

- Resolved Issues -
 - PM 72-02
 - Issue #04-3115 - Installation should be allowed to enter zero (0) if no mobilization documents were developed. Full SPS description should include all pertinent information. POC should be knowledgeable.
 - If a performance measure should be rated N/A - no data should be entered. Feasibility of implementation for the 2005 Data Collection will be reviewed with software team. Recommendation will be to establish four categories of 'N/A' -- Toploaded, Data Not Available, Valid Zero or Not Performed.
 - We are looking into adding more detail to the SPS description button and maintaining a knowledgeable POC.



Service 73. Management Analysis

- Resolved Issues

- Issue #04-3069 – Bad measure because study sizes vary greatly. Recommended measure – "Cost savings achieved through productivity improvement."
 - **HQDA Concurs** with comment that a better definition of the scope of studies is needed. Also recommend that ACSIM take over proponency.
- Issue #04-3108, #04-3346 – A concise definition of what constitutes a 'study' needs to be developed and added to standard.
 - **HQDA Concurs**
- Issue #04-3362 – This PM has no correlation to what management analysts do in today's world (small number of studies being conducted due to limited resources). Recommend the addition of the following measures:
 - Implementation of ABC/M
 - Percentage improvement in APIC self-assessment from pervious year.
 - Percentage improvement in PMR Overall Garrison METL Rollup
 - Percentage increase in PIR initiatives from present year to previous year.
 - If IMA or ACSIM would like to establish the PMs suggested above, recommend that ACSIM take over proponency.



Questions?

The next VTC will be held Thursday, 2 September from 1300 to 1500 (Non-Service Specific Issues).